

FIGURE 1

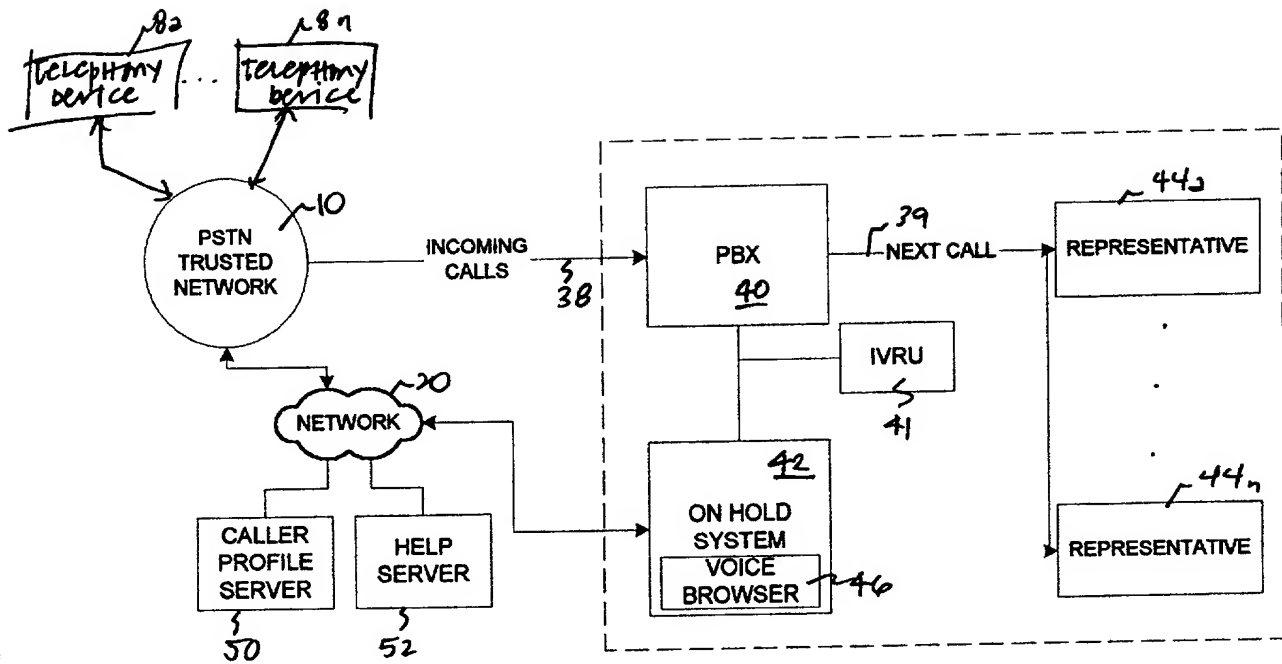


FIGURE 2

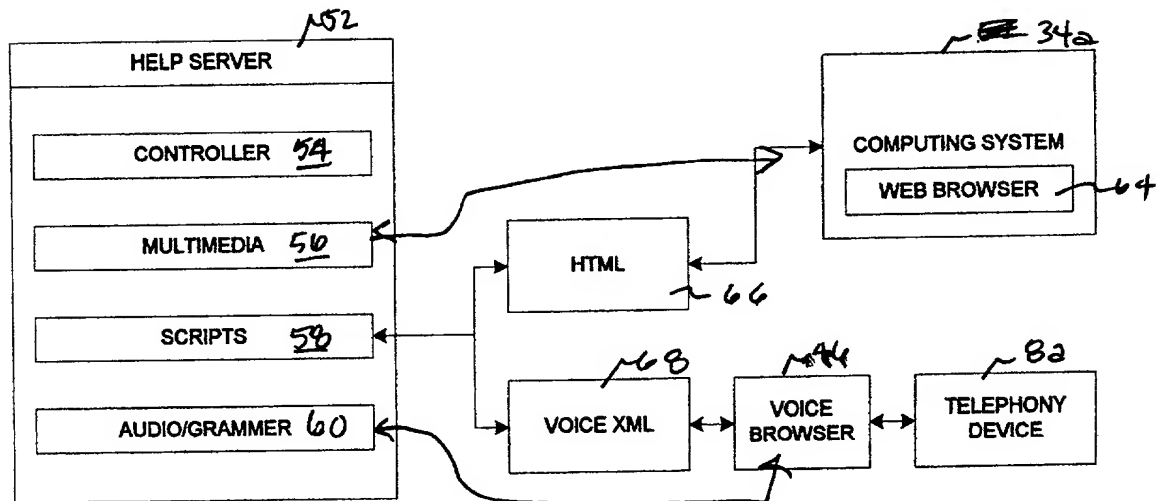


FIGURE 3

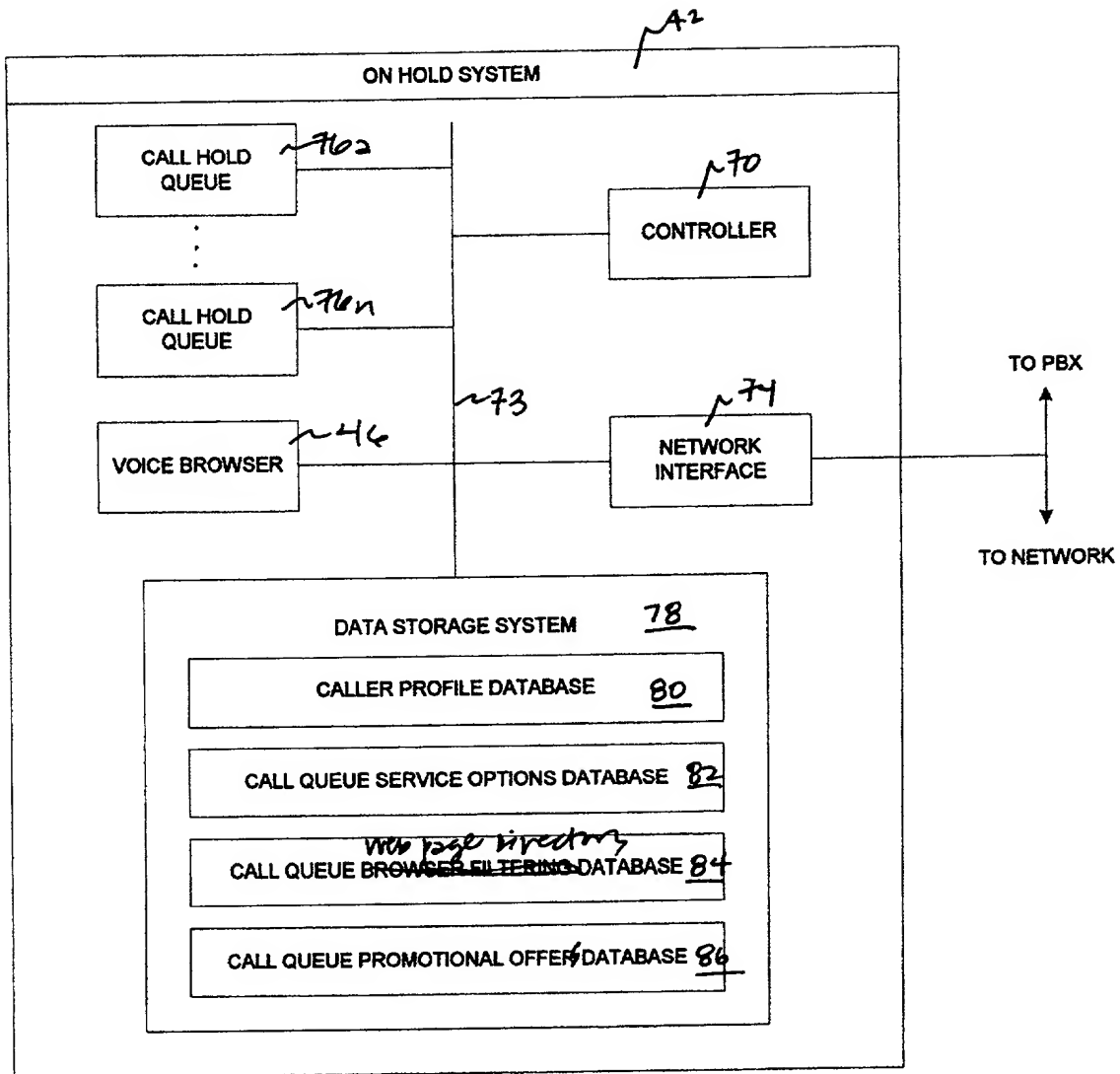


FIGURE 4

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**CALLER PROFILE**

**VID - JANE SMITH 500-00-000**

**MUSIC PREFERENCE : CLASSICAL, LIGHT ROCK**

**NEWS PREFERENCE : HEADLINE NEWS**

**AGE : 30**

**SEX : F**

**EDUCATION : COLLEGE**

**OCCUPATION : ADVERTISING**

**SPECIAL NEED: NONE**

**GEOGRAPHICAL REGION : 12**

**PRODUCTS:**

**COMPUTER A; APPLIANCE B; CABLE SERVICE C**

**MONTHLY WAIT HISTORY :**

**30 MINS CLASSICAL MUSIC, SONGS A-G**

**20 MINS HEADLINE NEWS, CNN**

**40 MINS TRIVIA GAME, QUESTIONS 1-40 FROM GAMES R US**

**50 MINS SURVEY, POLITICAL VIEWS ON SPORTS**

**5 MINS LIGHT ROCK MUSIC**

**10 MINS SPORTS NEWS**

**CURRENT WAIT HISTORY**

**20 MINS QUEUE 1 -> TRANSFER TO QUEUE 3 - QUEUE 1 WRONG**

**2 MINS QUEUE 3 CURRENTLY ON HOLD**

**MONTHLY TIME WITH REPRESENTATIVE**

**AVERAGE TIME : 10 MINUTES**

**LONGEST TIME : 30 MINUTES**

**SHORTEST TIME : 2 MINUTES**

**ON HOLD POINTS = 20**

**MEMBERSHIP POINTS**

**COMPANY A - 200**

**COMPANY B - 300**

**COMPANY C - 100**

**Figure 5**

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CALL QUEUE WEB PAGE DIRECTORY DATABASE			
Help	MODEM		
	TYPE A		
	FAQ		-> MODEM/TYPE A/FAQ
	PROBLEM SOLVING		
	LIGHT		-> MODEM/TYPE A/PROBSOLVE/LIGHT
Type B	INITIALIZING		-> MODEM/TYPE A/PROBSOLVE/INITIALIZE
	CONNECTION		-> MODEM/TYPE A/PROBSOVLE/CONNECT
	.	.	.
NP	NEW PRODUCT A		
	GEOGRAPHICAL REGION 1		->PRODUCTA/REGION1
	GEOGRAPHICAL REGION 10		->PRODUCTA/REGION10
XT Vendor AD			.
	ACCESSORY A - ACCESSORY TO PRODUCT C		VENDOR 0010
	FEMALE		-> VENDOR 0010/ACCESSORY A/ON HOLD/ FEMALE
	MAIL		-> VENDOR 0010/ACCESSORY A/ON HOLD/ FEMALE

FIGURE 6

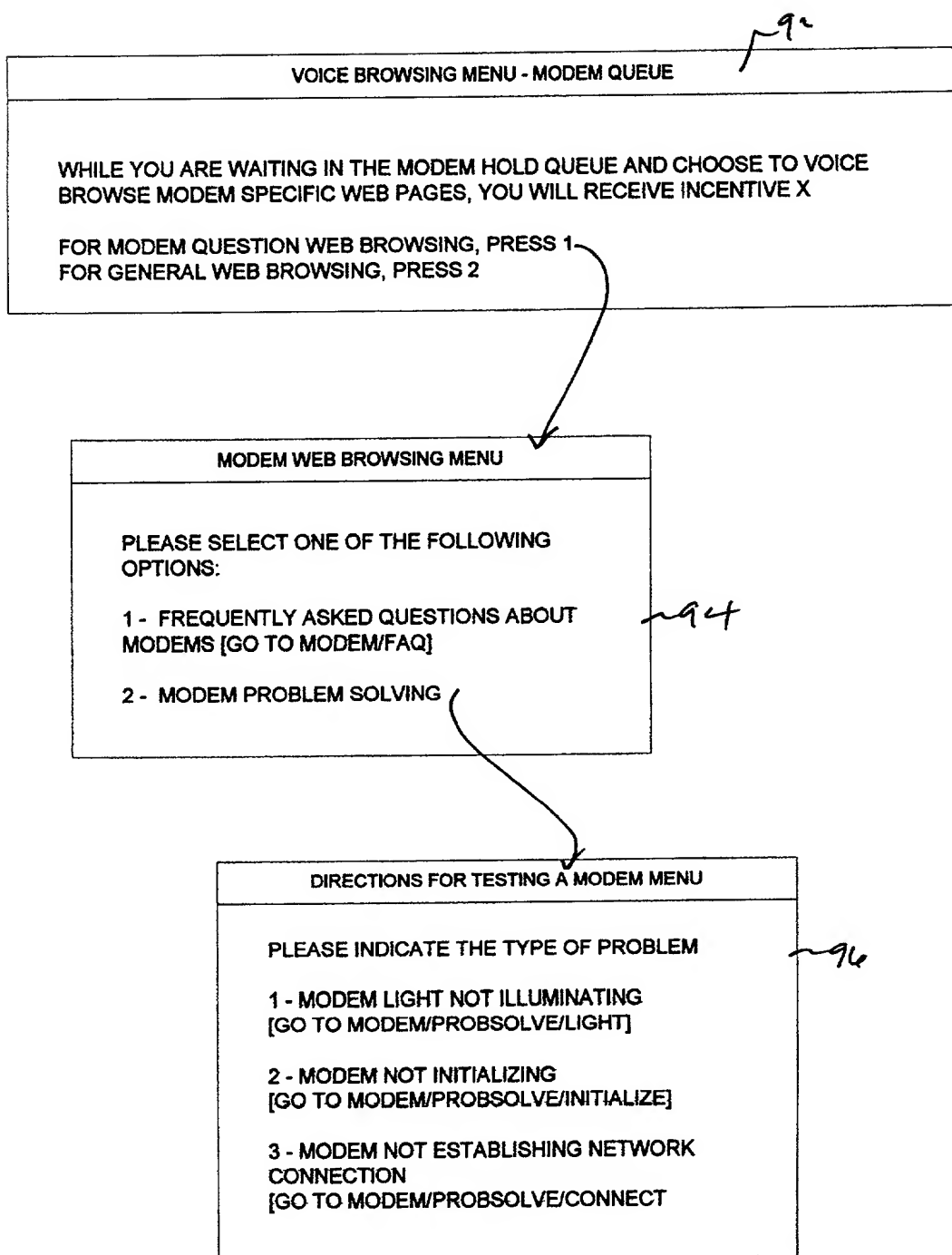


Figure 7

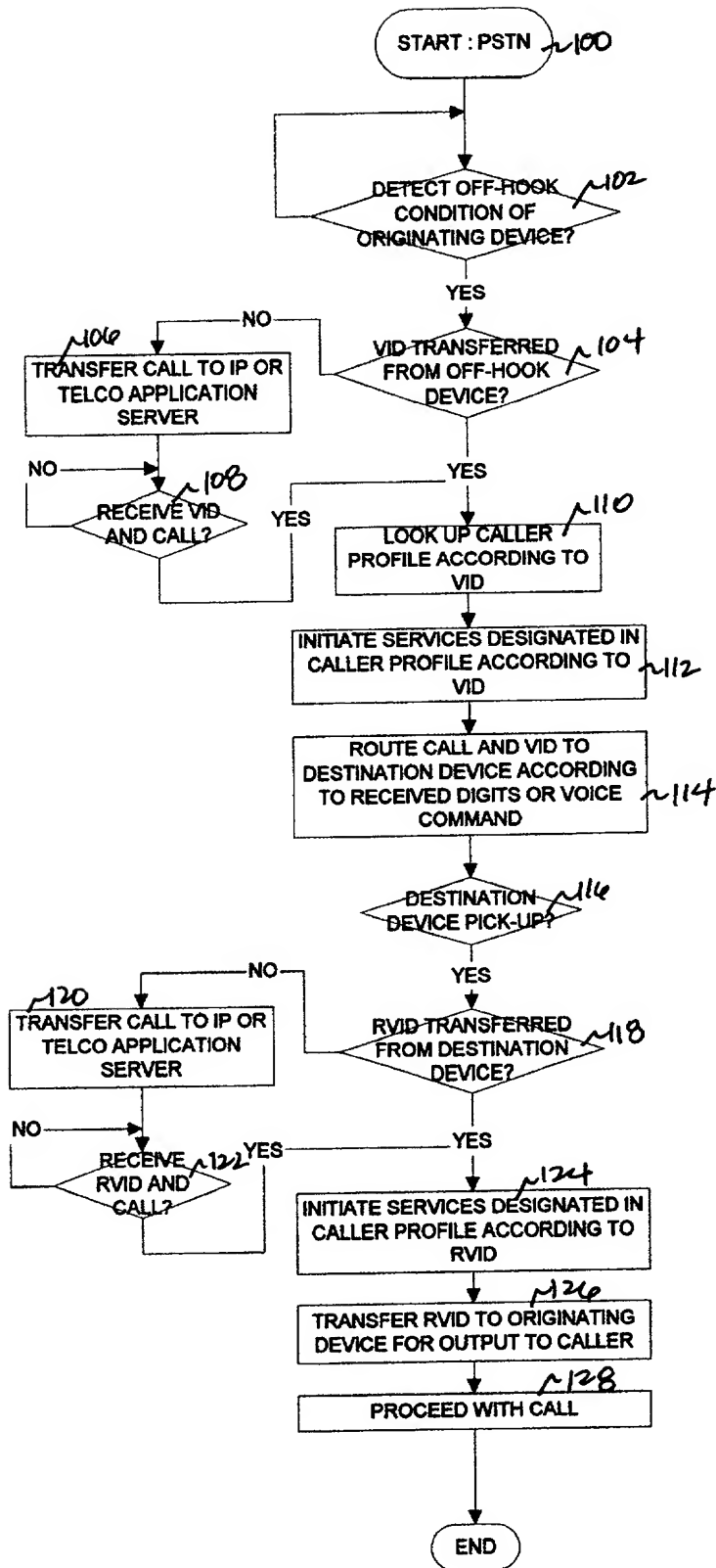


FIGURE 8

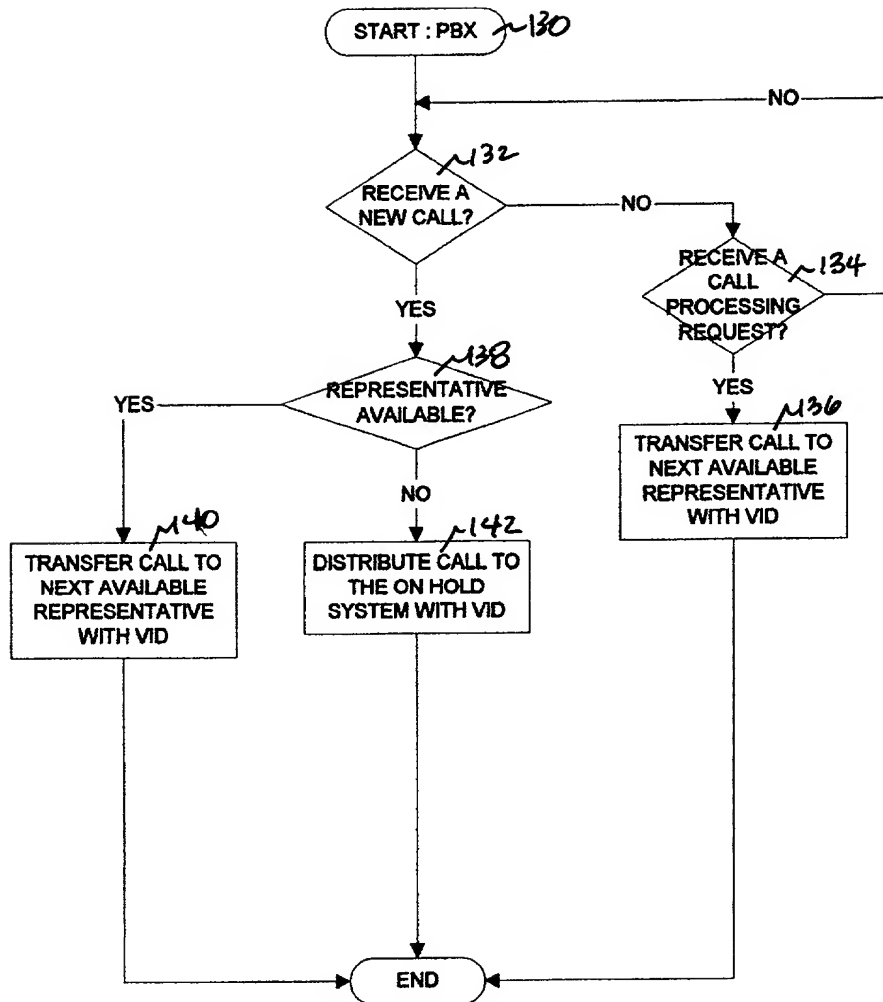


FIGURE 9



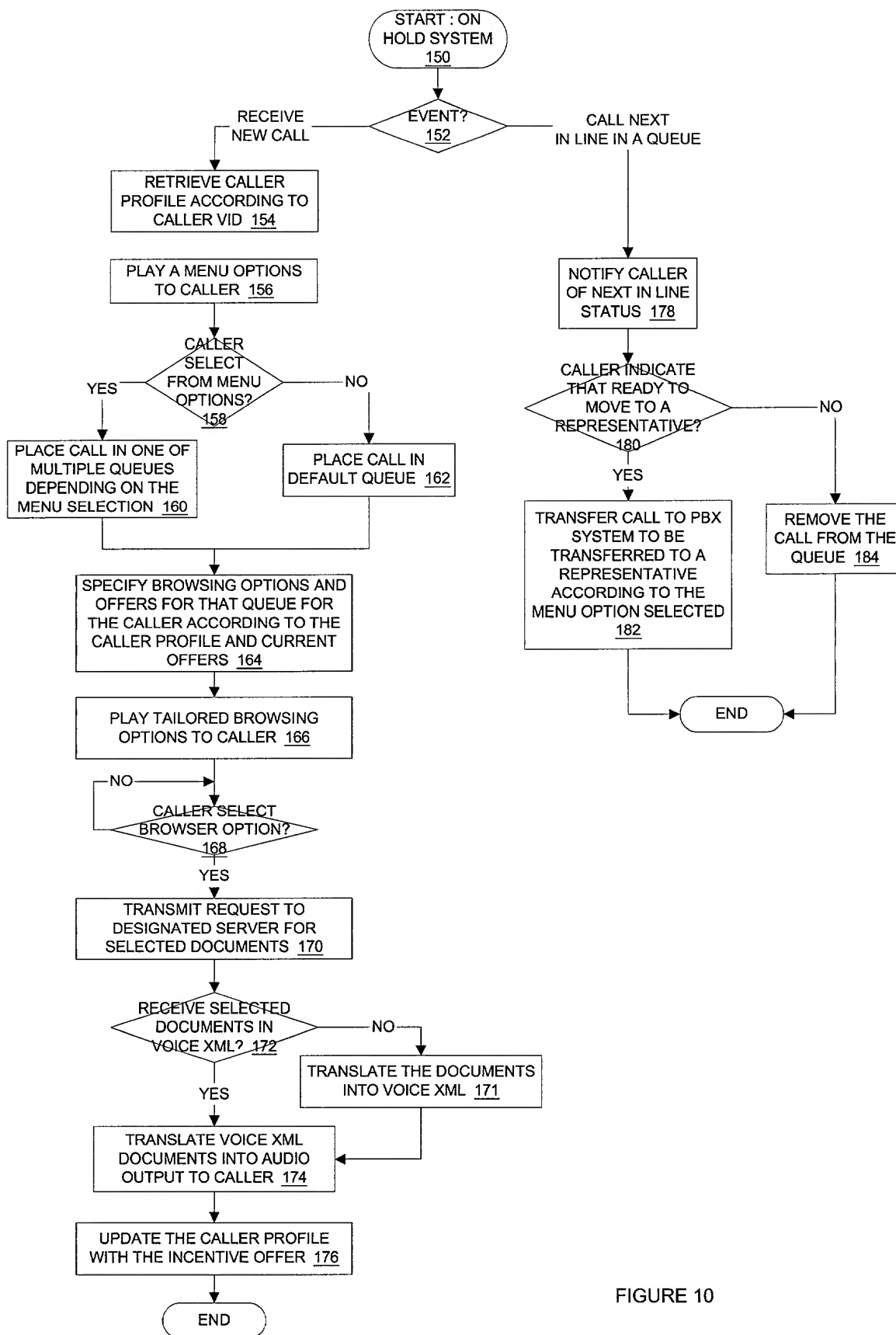


FIGURE 10